

pittsburgh

imagine what you can do here.®

CALL CENTERS

Regional Strengths

- Employing approximately 3,200 people, the Pittsburgh region's diverse base of nearly 120 call centers includes the following types:
 - Inbound
 - Outbound
 - Third party
 - In-house
 - Health-related
 - Customer service
- The region's reputable workforce – known for reliability and quality – is also affordable; the median wage for telemarketers is \$9.20/hour versus the national median of \$10.56/hour
- An example of the region's highly skilled and loyal workforce is Aetna, whose employees boast an average tenure of approximately seven years and an attrition rate of only 12%
- *Risk & Insurance Magazine* named Pittsburgh a "Top 10 Safest U.S. City" (2007) for its low risk of both natural disasters and terroristic threats, meaning fewer call center closures and system malfunctions
- Ample and accommodating, the region's commercial real estate market was Moody's No. 1 market in the U.S. Numerous flexible and diverse options exist in the region, ranging from traditional office space to former retail to retrofitted industrial space
- With one of the shortest average daily commutes (25 minutes) among major metros, call center employees across the 10-county region can benefit from a quick commute to work
- Employees at the 30+ call centers in Pittsburgh's central business district enjoy an easy and reliable commute via public transportation

In Good Company

Call Center companies already growing here include ...

- Aetna
- AT&T
- Black Box Network Services
- BNY Mellon
- Cardworks Servicing
- Comcast
- CVS Caremark
- DialAmerica
- Healthways
- Highmark, Inc.
- InfoCision
- Liberty Mutual
- McKesson Corporation
- OSI
- Philips Respironics, Inc.
- PNC Financial Services
- Precision Response
- ServiceLink
- TRG Customer Solutions
- UPMC Health Plan, Inc.
- Verizon Communications
- Verizon Wireless

"Our consulting practice is an industry leader in delivering innovative site selection solutions and strategies. As we search the globe for ideal higher end back office/health care locations for our corporate clients, the Pittsburgh region continually emerges as a leader. Its workforce - which is skilled, productive, ample and cost-effective to hire - tends to push the region ahead."

- Jim Trobaugh, Senior Vice President, CBRE Labor Analytics

information provided by:

pittsburgh regional alliance

pittsburghregion.org

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